

**Cancelation Policy**

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| **Written by:** | Maribel Cabrera, School Principal |
| **Approved by:** | Jose Brinkmann, Managing Director |
| **Applies to:** | All active agents  All individual bookings |
| **Context:** | Country Cousins organises tuition courses, activities, accommodation and transfers to children aged 7 to 17 all year around |
| **Last updated:** | January 2017 |
| **To be reviewed:** | Annually |

**Statement**

If the Parent/agent/guardian needs to cancel the student’s course for any reason, the must inform Country Cousins on [help@country-cousins.com](mailto:help@country-cousins.com) or [contact@country-cousins.com](mailto:contact@country-cousins.com) in writing immediately. Cancellation can take effect from the date the school receives the notification. Subject to clause 3.1 of the Country Cousins Terms & Conditions of Enrolment, cancelation chargers are as follows:

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| CANCELLATION / CHANGES RECEIVED | REFUNDED |
| More than 28 days before the course begins | All fees less course deposit of £150 |
| 14-28 days before the course begins | 20% of course fees (excludes transfer charges) |
| Less than 14 days before the course begins and after arrival/early termination of the course | No refund available |
| Changes to sports/activity programmes | No refund available |
| Changes to enrolment / confirmation documents | We reserve the right to charge an administration fee of £50 each time course details are changed after confirmation documents have been issued. |

**Visa Refusal**

If the Parent/agent/guardian cancels the contract as a result of a visa application being refused, Country Cousins shall refund the full fees paid (less £250 administration fee and any courier fees incurred) upon receipt of a copy of the original documentation issued by the Entry Clearance Officer. The cancelation charges of clause 3.1 of the Country Cousins Terms & Conditions will not apply in this circumstances.

**Changes in Accommodation**

If students request a change of homestay without a justifiable reason there is a charge of £165 providing we have another family available.

**Early Departure**

If the Parent/agent/guardian decides to withdraw the student from the school prior the departure date shown on the enrolment form, they may do so on the understand that no refund of fees paid will be made, save in exceptional circumstances. Should a transfer be necessary, Country Cousins will require a minimum notice period of 24 hours which takes effect from the time the school received the notification. An irregular transfer fee of £200 will be payable by the parent/agent/guardian in advance.

Exceptional circumstances include but are not limited to:

1. A serious breach of the Country Cousins’ Terms & Conditions by the school.
2. Cases of serious illness or genuine hardship.

Any refund is given at the sole discretion of the Managing Director.